

NETWORK SERVICES

It is the mission of the Network Services Team to provide efficient, economical and reliable telecommunications services to our clients. The Network Services Team is responsible for end to end support from your desktop through the wide area network. This includes voice and wireless services, desktop, server, cabling, VPN's, firewalls, video conferencing and wide area network services. These services include the design, planning, coordination of installation, and support of those services. Jayne Scofield leads the Network Services team.

Broadband/DSL Services - Assists with the design, installation and operation of broadband networks.

Campus Connection - Enterprise design, installation and operation of the State packet switched fiber optic campus network.

Closed Circuit Television – Television service to limited commercial channels as well as in-house broadcasts of the Legislature and Governor's Hearing Rooms.

Computer Based Training - Training over the internet in your office or at home.

Data Backup - Weekly, offsite storage of data included in the data storage service for use in the event of data loss.

Desktop/Server Support - Performs software installation, hardware and software troubleshooting, assists with printing problems and anti-virus issues; Provides domain services, server backup and file restoration. Assists with technical troubleshooting and provides enterprise solutions for integration.

Firewall Service - Installation and maintenance of the appropriate firewalls at the agency level as well as enterprise level.

Internet Services - Assistance with connecting to the Internet and providing intrusion detection and monitoring services.

Local Area Network Cabling - Installs and maintains cabling facilities for the transmission of voice and data for State agencies.

State Government Directory – Annual telephone directory of agency information and personnel.

Storage Area Network - Shared storage for networked Intel and RISC architecture servers. Includes network attached storage (NAS).

Video Conferencing - Managing 17 video conferencing sites throughout the State that allow meetings without the time and expense of travel, lodging, etc.

Virtual Private Network (VPN) Services - Assistance with the design, installation and operation of systems that use the Internet to connect home users to the State network.

Voice Interpreter Services - A voice interpretation service over the telephone for the translation of over 140 languages.

Voice Services - Assists with the design/installation of a telephone system (i.e.; Centrex, a PBX or a key system) and equipment (i.e.; fax machines, TDD's, voice mail and features on your telephone set) that will best fit an Agency's needs.

Wide Area Network Installation/Implementation - Design, configuration and assistance to connect to the wide area network to share data with remote locations throughout the State.

Wireless LAN/WAN Services - Assistance with connecting to wireless LAN's/WAN's.

Wireless Services - Assists with the selection and ordering of cell phones, satellite phones, pagers, and radios; as well as rate plan reviews for service.

During this past year, the Network Services team spent a considerable amount of time on the bidding and implementation of the first phase of LB1208. This bill was passed during the 2006 Legislative session and charged the Office of the Chief Information Office (OCIO) with bidding out the transport services for the schools located in northeast Nebraska for distance education purposes. The OCIO was also charged with bidding out the scheduling software as well as the codec's. The RFP for the transport and equipment was bid through our State Purchasing Department, with input into its content received from the University of Nebraska, ESU's and school representatives. The transport services were awarded to both Qwest and Windstream, the scheduling software awarded to Renovo and the codec bid awarded to CallOne, Inc. and Cytek Media Solutions. We continue to work closely with the schools to ensure their

federal erate requirements are being met and the distance education network for these schools will be available by the time school starts in the Fall of 2007.

As a result of the above bid for equipment, we were able to award a contract to MSI to standardize on Cisco routers for not only the distance education network but also for the State. Starting in July of 2007, we will begin a router refresh program similar to the edge switch program we currently have in place. Our Wide Area Network team also completed a refresh of data transports services to northeast Nebraska as well as the pilot project of Network Nebraska to western Nebraska. Both areas were awarded to Windstream. This team worked in conjunction with the email team to deploy an enterprise SPAM appliance this past year.

Several of our teams have been involved with meeting the cabling and infrastructure needs for the new Eastern Nebraska Veteran's Home being built in Bellevue. Our Field Services Team has spent countless hours with ensuring all of the necessary cabling is in place and the voice and data teams have worked to ensure that their voice and data needs are being met. The Field Services Team has also continued with the upgrading of the cabling in the state data building (501 S 14th Street). Third and fourth floors were finished this fiscal year and we are currently working on first and second floors to move our client servers to a new server room on first floor and to move the operations staff and the new tape library to 2nd floor.

Prior to the 2007 legislative session, we established public wireless services in the rotunda area of the Capitol. We have received favorable comments with having this service available to the public during the legislative session. We continue to work on our policies and plans as we further deploy wireless.

The voice and wireless services team, completed an RFP for services in the Scottsbluff/Gering area. That contract was awarded to both Allo Communications and Embarq. We currently have an RFP on the street for wireless services with an expected award date of June 2007. In addition to working on the new Veteran's Home in Bellevue, we have also completed a pilot of unified messaging using Microsoft Exchange. We deployed this service to a small group located geographically throughout the State and have had success with it. This team also received additional homeland security grants and has taken the opportunity to upgrade our portable telephone system. A new trailer was purchased and we moved the equipment from our van to this trailer as well as upgraded the equipment to make it more compatible with services the State is either currently using or will be deploying in the near future.

Our Public Safety Team continues to assist the Nebraska Emergency Management Agency with coordinating all public safety communications projects. Since 2004, approximately \$46M has been funded for the completion of these projects. During this past year, the state has been formalized into seven regions plus the "State" being a region. We currently have a budget proposal in front of the Legislature to fund building a public safety communications system for all State law enforcement and investigation agencies. At the beginning of 2007, a bid was awarded to Concept to Operations to do an assessment of the tower infrastructure, as well as other deliverables, which will assist us in our preparation of the RFP, to be released in the Fall, for the Statewide Radio System. This team has also developed interoperability standards, work with locals to adopt a statewide mutual aid frequency plan, as well as their continued involvement in 700/800 MHz planning.

Our Desktop/Server continues to grow our customer base. The desktop leasing program has grown from 37 to 87 over the past year, our blackberry customers from 50 to 130 and a new service of virtual machines has grown to 24 in the six months it has been offered. We continue to standardize more processes and are working on a standard image for the OCIO as well as reorganizing our domains. This team has been working with the voice team on the unified messaging pilot.

We have also planned and sponsored the Midwest regional conference for NASTD – State Technology professionals serving State Government. This was held at Mahoney State Park in May 2007.